



Freire

Charter Wilmington

STATE OF DELAWARE
Freire Charter School Wilmington
201 W. 14th St.
Wilmington, DE 19801

July 13, 2015

ISSUED BY: Max Matthews
Director of Operations
267-583-4456

SUBJECT: **AWARD NOTICE**
CONTRACT NO. FCS15001-JANITORIAL
2016 Cleaning and Janitorial Services

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KEY CONTRACT INFORMATION

1. CONTRACT PERIOD

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Each contractor's contract shall be valid for an eleven (11) month period from August 1, 2015- June 30, 2016. Each contract may be renewed for two (2) one (1) year periods through negotiation between the contractor and Government Support Services. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

2. VENDORS

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Clean Tech Services Inc.
114 Chestnut St.
Philadelphia, PA 19106
Attn: Linda Desiderio
Phone: 215-829-4465
Fax: 215-829-4577

Vendor ID: FCS15001-JANITORIAL

3. SHIPPING TERMS

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F.O.B. destination; freight pre-paid.

4. DELIVERY AND PICKUP

N/A

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5. PRICING

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Prices will remain firm for the term of the contract year.

<Statement of Work will not exceed the fixed fee amount of \$59,530.35 (\$5,411.85 a month for 11 months), plus hourly rates for a heat and serve lunch server (\$10.50 an hour) and for maintenance services (\$18.50 hour).>

ADDITIONAL TERMS AND CONDITIONS

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6. BILLING

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

7. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement

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(credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

8. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by <Freire Charter School Wilmington> to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

9. ORDERING PROCEDURE

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

10. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number <FCS15001-JANITORIAL> on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

11. REQUIREMENTS

This contract will be issued to provide janitorial and maintenance services including a day porter and heat/serve cafeteria worker for Freire Charter School Wilmington.

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

12. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

13. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

14. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

15. AGENCY'S RESPONSIBILITIES

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.

16. Scope of Work

Freire Charter School Wilmington opened in August 2015 and is serving 224 students in grades 8 and 9 in the current 2015-16 school year. In the upcoming 2016-17 school year, the school will expand to serve 336 students in grades 8, 9, and 10, and the school will continue to expand over the subsequent two years until serving grades 8-12. We are soliciting bids for a cleaning contractor to provide services for our facility at 201 West 14th Street, Wilmington, DE 19801. The Vendor must provide all equipment, materials, and labor to provide daily janitorial services to the School, including a day porter and heat/serve cafeteria worker, as well as maintenance as required.

Our school demands an extremely high standard when it comes to cleanliness and maintenance work, above and beyond what is typically considered acceptable for schools. Additionally, we require a contractor who is proactive and able to resolve issues independently without requiring school administration to take their focus off of educating children.

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In general, the day porter and nightly cleaning crew will be needed on almost all business days throughout the year. This includes all days when the school is open as well as most days when the school is closed. When the school is closed to students, the day porter and night crew are typically needed to provide services for staff, for deep cleaning, and/or to complete special projects. The cafeteria heat/serve worker is needed only on days when students are in school.

While typical working hours and the anticipated number of working days are provided below, both are subject to change based upon the needs of the School. Unexpected cleaning or maintenance issues may arise that require additional hours. Planned events that may alter the cleaning schedule include school half-days and parent events in the evenings or on weekends. The School will provide as much notice as is reasonably possible to the Vendor of any planned changes to its scheduling needs. In the event of emergency school closings, no cafeteria service is required. Whether other services are required during an emergency closing will depend on the specific situation.

17. Building Specifications

The four occupied floors of the building which will require cleaning are a total of approximately 41,450 square feet. The first floor houses a lobby, cafeteria and kitchen, 10 offices, 3 toilet rooms, and no classrooms. The second floor houses 7 general classrooms, an art/music room, 3 toilet rooms, and 6 offices. The third floor houses 6 general classrooms, a computer lab, a science room, 6 offices, and 3 toilet rooms. The fourth floor houses 9 classrooms, 5 offices, and 3 toilet rooms. There are a number of storage and mechanical rooms throughout the building. The building also has two stairwells and two elevators.

Breakdown of Flooring Surface Types by Approximate Square Footage:

- Vinyl cut tile: 35,400 sf
- Ceramic tile: 750 sf
- Walk-off mat (similar to carpet): 80 sf
- Carpet (elevator cabs and front vestibule only): 60 sf

Summary of Services with Frequency

- One summer deep cleaning of floors one and three
- One post-construction, deep clean of building floors two and four in August 2016
- Sweeping, wet mopping, and dust mopping of all non-carpeted areas daily
- Vacuuming of carpeted areas, stairwells, classrooms, offices, and nurse's office daily
- Trash removal daily
- Cleaning and disinfecting of the restrooms, water fountains, and classroom sinks daily
- Cleaning and disinfecting of the kitchen daily
- Dusting and glass cleaning (i.e. stairwells, stairs, landings, rails, etc.) 2 times per week
- Interiors of all windows to be wiped clean of smudges and fingerprints once per week
- Reset all clocks once per week
- Hallways stripped and waxed two times (August 2016 and Winter Break)
- Daily day porter services
- Heating and service of meals to 336 students on days when students are in school
- Provision of basic maintenance services on an as-needed basis

Supplies

The cleaning company is to supply its own cleaning equipment, supplies, and trash liners. Restroom paper products will be supplied by the School at no cost to the awarded Vendor.

Nightly Cleaning

The building requires cleaning five days a week (Monday-Friday) excluding certain School holidays or emergency closures. Cleaning is to be done between the hours of 5:00 p.m. and 9:00 p.m.

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Light Maintenance

In addition to the daily cleaning of the school facilities, we require a contractor capable of performing maintenance and other facilities work such as painting, moving furniture, patching drywall, replacing light bulbs, hanging whiteboards, replacing ceiling tiles, and all other light maintenance tasks. Maintenance services are requested on an as-needed basis.

18. Day Porter

The day porter will generally work from 7:00 a.m. to 4:00 p.m. every business day year-round. This includes all days when the school is open as well as days when the school is closed, in order to complete tasks that cannot be done while the school is open. The responsibilities will include a daily routine of cleaning tasks that must be completed during the school day. A sample daily schedule is included below. In addition, the day porter will also be charged with other day-to-day tasks (moving boxes, cleaning up student messes, tasks as assigned by Head of Academic Supports). This list may be modified on an ongoing basis to best serve the needs of our students. The day porter will also be responsible for snow removal of up to one half-inch on walkways and laying down salt. The School will provide equipment and salt. All other snow removal will be handled by our external provider. The day porter should be comfortable lifting 60-80 lbs.

19. Cafeteria Worker

The heat/serve cafeteria worker will be needed from 7:00 a.m. to 2:00 p.m. on days when students are in school for the full day. On a limited number of half-days for students, the cafeteria worker will need to be present for breakfast only, from 7:00 a.m. to 9:00 a.m. The server will begin the day by distributing the cold, grab and go breakfasts and counting the number of meals served (using a clicker, a roster, or a point of service computer – TBD). After breakfast, the server will begin heating the frozen lunches and setting up the service line. During lunch, the server will work with the day porter to continue to heat up lunches for the next service, ensure the food service line is stocked, and check students out of the line (using a clicker, a roster, or a point of service computer – TBD).

The cafeteria worker will be responsible for several other tasks in addition to heating and serving the food and checking out students. Inventory will need to be taken and post-service paperwork will need to be completed on a daily basis. This position will require cleaning the kitchen after lunch and preparing it for the next day. In addition, the heat/serve worker will assist the day porter in cleaning the cafeteria, including wiping tables and sweeping. The School and its food service provider will train the cafeteria heater/server in the duties specific to this position.

20. Tasks

The tasks below represent the standard weekly tasks to be completed. These lists will be updated from time to time with agreement between Vendor and School.

FRONT ENTRANCES AND VESTIBULES

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Clean all entrance and indoor glass	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors	X	X	X	X	X
Vacuum, remove gum and stains on all floor mats	X	X	X	X	X
Sweep, remove all debris from outside pavement areas	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, and smoke detectors		X		X	
Remove prints from walls, doorways, handrails, and light switches			X		

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Sweep, scrub, and buff all floors	Monthly
Sweep, scrub, strip, and reapply wax to floor	2x Annually

CLASSROOMS

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors with germicidal solution	X	X	X	X	X
Vacuum, remove gum, and stains on all carpets.	X	X	X	X	X
Clean and wash all tables, desks, chairs, and countertops	X	X	X	X	X
Remove all graffiti	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Lock all doors, close and lock all windows	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, smoke detectors, and monitors		X		X	
Remove prints from walls, doorways, handrails, light switches, and interior window glass			X		
Reset clocks	X				
Clean all ceiling vents and grates	As Needed				
Sweep, scrub, and buff all floors	Monthly				
Sweep, scrub, strip, and reapply wax to floor	2x Annually				

NURSING OFFICE

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors with germicidal solution	X	X	X	X	X
Clean and wash all sink basins and counter tops	X	X	X	X	X
Clean and sanitize all furniture	X	X	X	X	X
Remove all graffiti	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, smoke detectors, and monitors		X		X	
Remove prints from walls, doorways, handrails, light switches, and interior window glass			X		
Reset clock	X				
Clean all ceiling vents and grates	As Needed				
Sweep, scrub, and buff all floors	Monthly				

Sweep, scrub, strip, and reapply wax to floor	2x Annually
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STAFF LOUNGES AND KITCHEN

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Clean and wash all water dispensers, sinks, and refrigerators	X	X	X	X	X
Clean and sanitize all counter tops, chairs, and tables	X	X	X	X	X
Clean the outside of all refrigerators, microwaves and all other appliances	X	X	X	X	X
Clean the inside of all refrigerators, microwaves, ovens, and all other appliances			X		
Replenish all paper and soap dispensers	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors with germicidal solution	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Lock all doors, close and lock all windows	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, and smoke detectors		X		X	
Remove prints from walls, doorways, handrails, light switches, and interior window glass			X		
Reset clocks	X				
Clean all ceiling vents and grates	As Needed				
Sweep, scrub, and buff all floors	Monthly				
Sweep, scrub, strip, and reapply wax to floor	2x Annually				

OFFICES & CONFERENCE ROOMS

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors with germicidal solution	X	X	X	X	X
Vacuum all carpets	X	X	X	X	X
Wipe clean all conference and meeting tables (do not disturb staff desks)	X	X	X	X	X
Remove prints from walls, doorways, handrails, light switches, and interior window glass	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, smoke detectors, and monitors		X		X	
Reset clocks	X				

Clean all ceiling vents and grates	As Needed
Sweep, scrub, and buff all floors	Monthly
Sweep, scrub, strip, and reapply wax to floor	2x Annually

LOBBIES, HALLWAYS, and OTHER COMMON AREAS

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors	X	X	X	X	X
Vacuum all carpets	X	X	X	X	X
Sanitize and polish all water fountains	X	X	X	X	X
Remove prints from walls			X		
Remove prints from all doors, frames, and light switches	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, smoke detectors, and locker tops		X		X	
Wipe clean and disinfect all lockers					X
Reset clocks	X				
Clean all ceiling vents and grates	As Needed				
Sweep, scrub, and buff all floors	Monthly				
Sweep, scrub, strip, and reapply wax to floor	2x Annually				

RESTROOMS

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep, sanitize and mop all floors with germicidal solution	X	X	X	X	X
Clean and polish all mirrors, powder shelves, and dispensers and fixtures	X	X	X	X	X
Empty and sanitize all feminine napkin containers and replace insert liners	X	X	X	X	X
Wash, with germicidal solution, all sides of toilet seats, bowls, urinals, and wash basins	X	X	X	X	X
Replenish all paper and soap dispensers	X	X	X	X	X
Spot clean prints from all partitions, ventilation grills, and tiled walls	X	X	X	X	X
Spot clean prints and stains from all walls adjacent to hand basins and dispensers	X	X	X	X	X
Spot clean prints from all doors, frames, and light switches and remove all graffiti	X	X	X	X	X

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Dust all horizontal services, partitions, window sills and smoke detectors	X	X	X	X	X
Polish all kick and push plates		X			
Clean all ceiling vents and grates	As Needed				
Clean and sanitize entirely all walls, partitions, and ceramic tiles	Once Per Month				

STAIRWELLS

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors, steps, and landings	X	X	X	X	X
Vacuum any carpeted areas	X	X	X	X	X
Clean all door glass and remove prints from walls and doorways	X	X	X	X	X
Wipe clean with disinfectant all railing	X	X	X	X	X
Clean all glass doors	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces		X		X	

LUNCHROOM/GYM

Tasks	Mon.	Tues.	Wed.	Thurs.	Fri.
Empty all trash receptacles, wipe lids, and replace liners. Clean all trash receptacles as required.	X	X	X	X	X
Remove all gum and debris, sweep and mop all floors with approved solution	X	X	X	X	X
Disinfect and clean all tables and seating	X	X	X	X	X
Fold all tables and place in designated area	X	X	X	X	X
Remove prints from all walls, doors, frames, light switches, and interior window glass					X
Clean all glass doors	X	X	X	X	X
Polish all kick and push plates	X				
Dust all horizontal surfaces, window sills, file cabinets, smoke detectors, and monitors		X		X	
Reset clocks	X				
Clean all ceiling vents and grates	As Needed				

21. Sample Daily Schedule for Day Porter

The following is provided merely as an example of a typical daily schedule for the day porter and is not intended to be comprehensive. Responsibilities will include other duties as described above.

7:00 - 8:15 AM	Open building Cleanup any trash out front
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	Inspect Dumpsters, Parking Lot, and Sidewalk -- Clean up trash Check all emergency exits are clear Take down wall posters not in designated areas Clean/Open elevators Make sure dumpsters are locked Building Check* Check that bathroom passes in all classrooms Clean gym at 7:55am after students go to class (store tables) Check in with Head of Academic Supports
8:15 - 10:15 AM	Building Check Clean all glass in front of building Clean front of building Vacuum floor mats in front lobby/entranceway Handle any previously assigned projects Dust the tops of all lockers
10:15AM	Set up Lunch - if done before lunch starts, do Building Check
11:15 – 1:00	In gym for lunch. If lunch is slow, do a Building Check
1:00 – 1:20 PM	Clean gym, take out trash and break down tables
1:30	Building Check Check all emergency exits are clear Clean front door glass again
3:30	Building Check Check in with Head of Academic Supports

*Building Check Activities:

- Make sure hallways, both stairwells, bathrooms, and all common spaces are clean
- Pick up any trash if necessary
- Fill empty soap dispensers, paper towel machines, and hand sanitizer dispensers
- Empty full trash cans
- If you find a book, please bring it to the office of the Head of Academic Supports on the third floor

22. Sample Yearly Cleaning Calendar

In general, the day porter and nightly cleaning crew will be needed on almost all business days throughout the year, including days when the school is closed, while the cafeteria heat/serve worker will be needed only on days when students are in school. When the school is closed to students, the day porter and night crew will typically still be needed to provide services for staff, for deep cleaning, and/or to complete special projects.

Below are approximate totals of the number of days each type of service will be required each month. The calendar for the 2016-17 contract year has not yet been finalized, but further detail may be agreed to during the contract negotiation process. As stated above, the numbers given are subject to change based upon the needs of the School. Reasons the schedule may need to be altered include unexpected issues, emergency closings, or planned events.

July

10 days – summer school (day porter; night crew; cafeteria not required)

9 days – building open for staff (day porter most/all days; night crew every three days)

August

10 days – building open for staff during deep clean and floor stripping/waxing (day porter most/all days; night crew every three days; staffing as needed to complete deep clean and floor stripping/waxing)

5 days – building open for staff (day porter; night crew)

5 days – school open for orientation activities (day porter; night crew)

3 days – school open as usual (day porter; night crew; cafeteria)

September

18 days – school open as usual (day porter; night crew; cafeteria)

1 day – professional development day; no students (day porter; night crew)

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October

18 days – school open as usual (day porter; night crew; cafeteria)

1 day – professional development day; no students (day porter; night crew)

November

16 days – school open as usual (day porter; night crew; cafeteria)

2 days – parent-teacher conferences; no classes (day porter; night crew)

December

14 days – school open as usual (day porter; night crew; cafeteria)

7 days – winter break (day porter all days; floor stripping and waxing; night crew deep cleaning)

1 day – professional development day; no students (day porter; night crew)

January

16 days – school open as usual (day porter; night crew; cafeteria)

3 days – half days for midterm exams (day porter; night crew; cafeteria breakfast only)

1 day – professional development day; no students (day porter; night crew)

February

18 days – school open as usual (day porter; night crew; cafeteria)

1 day – professional development day; no students (day porter; night crew)

March

22 days – school open as usual (day porter; night crew; cafeteria)

1 day – professional development day; no students (day porter; night crew)

April

14 days – school open as usual (day porter; night crew; cafeteria)

6 days – spring break (day porter and night crew required for special projects)

May

21 days – school open as usual (day porter; night crew; cafeteria)

1 day – professional development day; no students (day porter; night crew)

June

7 days – school open as usual (day porter; night crew; cafeteria)

4 days – half days for final exams (day porter; night crew; cafeteria breakfast only)

11 days – summer break (day porter and night crew required for special projects)

Note to Agency: If any of the language in this template conflicts with the language in the contract, the language in this template may be edited as required.